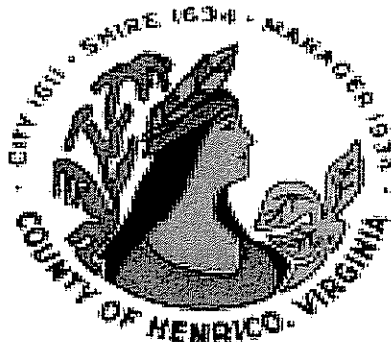


Exhibit 14



VENDOR RELATIONS GUIDE

**DEPARTMENT OF GENERAL SERVICES
PURCHASING OFFICE**

COUNTY OF HENRICO

VENDOR RELATIONS GUIDE COUNTY OF HENRICO

Thank you for your interest in doing business with the County of Henrico. The County of Henrico has a population of 278,000 and encompasses 244 square miles. The government of the County of Henrico consists of 34 departments and 65 schools with annual operating and capital budgets of \$865 million. The Henrico County Purchasing Office has been delegated the authority to purchase all goods, services, insurance and construction for general government and schools in accordance with the policies and procedures established by the Virginia Public Procurement Act (VPPA) and the Henrico County Code.

This Guide is to assist you to better understand these procurement policies and procedures. It is a general guide, and as such, may not answer all of your questions. The Purchasing Office welcomes and encourages visits by vendors to discuss their products, and the County's procurement policies and procedures. It is suggested that you contact one of the Purchasing Officers listed to schedule an appointment.

Paul N. Proto
Director of General Services

Mission Statement

To professionally procure all goods and services essential to Henrico County and Henrico County Public Schools, and to ensure the integrity and efficiency of the procurement process in an environment that is fair to all qualified vendors

Location and Business Hours

Henrico County Purchasing Office	Monday - Friday
1590 E. Parham Road	8:00 a.m. – 4:30 p.m.
North Run Office Complex	
Richmond, VA 23228	
Telephone: (804) 501-5660	
Fax: (804) 501-5693	
Website: http://www.co.henrico.va.us/genserv/suptservices/purchasing	

Mailing Address:
Henrico County Purchasing
PO Box 27032
Richmond, VA 23273-7032

Vendor Relations

It is the County's policy to develop and maintain goodwill between the County and vendors. The effectiveness of the County's purchasing function is promoted by:

- Giving each vendor a fair, prompt and courteous consultation.
- Freely exchanging information.
- Keeping competition open and fair.
- Preparing specifications that will reflect the needs of the County and encourage competition.
- Having consistent buying policies and principles.
- Observing strict truthfulness in all transactions and in all correspondence.
- Respecting the confidence of the vendor as to confidential information.
- Keeping free from obligation to any vendor.
- Having communication with the vendors concerning feedback from the users (using agency) about complaints regarding delivery, failure to meet specifications or modification of terms of the contract.

Personal Interest and Gifts

No vendor shall offer any gift, gratuity, favor, or advantage to any County employee who exercises official procurement responsibility, develops procurement requirements, or otherwise influences procurement decisions. County employees may attend vendor-sponsored seminars or trade shows where the buying staffs will benefit from receiving product information and learning of new techniques and trends. Food, drinks, and give-away items offered to all participants at such functions may be accepted by County employees attending.

Staff

The Purchasing Office assigns buying responsibilities according to commodities. The following is the list of purchasing staff and their telephone numbers. A complete list of assignments is available on the Purchasing Office website.

Cecelia H. Stowe, CPPO, C.P.M., Purchasing Manager, (804) 501-5685, sto05@co.henrico.va.us. Policy, exceptions to policy, professional services.

Yvonne M. Daniel, CPPB, VCO, Senior Purchasing Officer/Contract Administrator, (804) 501-5686, dan23@co.henrico.va.us. Contract administration, non-professional services.

Carolyn L. Efford, CPPB, Senior Purchasing Officer, (804) 501-5688, eff@co.henrico.va.us. Construction, irrigation, buildings, additions, renovations, road, water/sewer, site preparation and lighting.

Sara T. Walters, CPPB, Senior Purchasing Officer, (804) 501-5684, wal21@co.henrico.va.us. Non-professional services and construction.

C. Roger Browning, CPPB, Purchasing Officer, (804) 501-5689, bro14@co.henrico.va.us. Appliances, automotive and construction equipment, building materials/supplies, communications, telephone equipment/installation, fire protection equipment, radios/pagers, signs/decals and surplus/salvage.

Kimberly Bates, Purchasing Officer, (804) 501-5664, bat40@co.henrico.va.us. Janitorial services and supplies, audiovisual, paper products, grounds maintenance, uniforms, clothing, forms, printing, road and highway building materials.

Maurine S. Wolfgang, CPPB, Purchasing Officer, (804) 501-5680, wol04@co.henrico.va.us. Special assignment.

Harold Leach, C.P.M., Purchasing Officer, (804) 501-5664, lea08@co.henrico.va.us. Arts/crafts, chemicals, computers, hardware and peripherals, educational materials/publications, fire/police equipment, furniture, medical, office equipment/supplies.

Simuel A. Booker, Purchasing Support Specialist, (804) 501-5692, boo11@co.henrico.va.us. Surplus property, contract information, vendor information.

Janice F. Bartlett, Purchasing Support Specialist, (804) 501-5681, bar10@co.henrico.va.us. Administrative support.

Kathy Blalock, Purchasing Office Assistant, (804) 510-5691, bla04@co.henrico.va.us. Administrative support. Vendor applications, update vendor information, tax exempt forms, printed copy of bids.

Richard Edwards, Technology Support Specialist, (804) 501-5687, edw@co.henrico.va.us. Technical support, Purchasing website.

Vendor Application

The Purchasing Office has established and maintains vendor lists for all commodities needed by the County. The lists include small businesses and businesses owned by women and minorities.

A vendor may be added to a vendor list by requesting and completing the County's Vendor Application Form. All Vendor Application Forms are maintained in the Purchasing Office. Vendors may obtain an application at the Purchasing Office website: <http://www.co.henrico.va.us/genserv/suptservices/purchasing/gsapplc.html>, or by contacting the Purchasing Office at (804) 501-5691.

It is the vendor's responsibility to keep their application current and to notify the Purchasing Office at (804) 501-5691 when changes occur regarding the products or services offered, address, ownership, or status as a vendor.

Placement on the vendor list does not guarantee receipt of a request for quotation, Invitation for Bid, or Request for Proposal. It is the vendor's responsibility to check the public bid notices posted by the Purchasing Office. You can submit bids or proposals to the County even if you are not a registered vendor.

Debarment

Prospective bidders may be debarred by the Director of General Services from contracting for particular types of goods, services, insurance or construction, for specified periods of time. (Code of Virginia, Section 2.2-4321)

The Director of General Services may debar a prospective contractor for any of the following causes:

- 1) Conviction of or civil judgment for:

- Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public contract or subcontract;
- Violation of federal or state antitrust statutes relating to the submission of offers;
- Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; or
- Commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects the present responsibility of a government contractor or subcontractor.

2) Violation of the terms of a government contract or subcontract so serious as to justify debarment, such as willful failure to perform in accordance with the terms of one or more contracts, or a history of failure to perform, or of unsatisfactory performance of one or more contracts.

3) Any other cause of so serious or compelling a nature that it affects the present responsibility of a government contractor or subcontractor.

Posting Bid Notices

The Purchasing Office seeks to obtain the maximum degree of competition. All Invitations for Bid, and Requests for Proposal are posted at the following locations:

Purchasing Office
North Run Office Complex
1590 E. Parham Road
Richmond, VA 23228

Henrico County Government Center
Administration Building, 2nd Floor
4301 E. Parham Road
Richmond, VA 23228

Henrico County Eastern Government Center
3820 Nine Mile Road
Richmond, VA 23223

Purchasing Office Website:
<http://www.co.henrico.va.us/genserv/suptservices/purchasing>

Requests for Proposals are also listed in the Sunday edition of The Richmond Times-Dispatch legal section.

To receive a printed copy of an Invitation for Bid or Request for Proposal, call (804) 501-5691.

Procurement Procedures

Small Purchase Procedures - Up To \$2,000 – County agencies have the authority to make purchases up to \$2,000. Agencies may directly contact the vendor to request pricing and have items delivered.

Small Purchase Procedures - Greater Than \$2,000 - The Purchasing Office staff will seek competition to the maximum feasible degree possible for the purchase or lease of goods, or for the purchase of professional and nonprofessional services, insurance, or construction estimated to cost \$2,001 to \$15,000. The Purchasing Office, or the Agency, may request written quotes from vendors.

Small Purchase Procedures – Greater Than \$15,000 – A competitive sealed bid or competitive negotiation will be required for single or term contracts for the purchase or lease of goods, or the purchase of services, insurance, or construction, if the aggregate or the sum of all phases of the single or term contract is estimated to cost greater than \$15,000, but less than \$30,000. This applies to professional services if the aggregate or the sum of all phases of the single or term contract is estimated to cost greater than \$15,000, but less than \$20,000.

Sole-Source Purchases – Upon determination in writing that there is only one source practicably available for that which is to be procured, a contract may be negotiated and awarded to that source without competitive sealed bidding or competitive negotiation by the Purchasing Office.

Emergency Purchases - An emergency shall exist when a breakdown in an essential service occurs or under any other circumstances when supplies are needed for immediate use in work which may vitally affect the safety, health or welfare of the public. In case of an emergency, a contract may be awarded without competitive sealed bidding or competitive negotiation; however, such procurement shall be made with such competition as is practicable under the circumstances.

Types of Solicitations

There are several types of documents used by the Purchasing Office to obtain bids/proposals from vendors.

Fax Quote – a form document is faxed to vendors requesting pricing for a particular item or service. Response to the fax quote must be received by the date and time designated to be considered.

Telephone Quote – buyers or departmental agencies may telephone a vendor to request a guaranteed price.

Invitation for Bid (IFB) – a formal solicitation issued for a minimum of 10 days, and publicly posted on the County’s bulletin boards and Website. Specifications are well defined for the item or service. Bid is awarded to the lowest responsive, responsible bidder that meets all the requirements of the IFB.

Request for Proposals (RFP) – a formal solicitation used to procure goods or services of a highly complex and technical nature. This type of solicitation is used when definitive specifications cannot be described. RFP is publicly posted on the County’s bulletin boards and Website, and is also advertised in the Sunday edition of The Richmond Times-Dispatch legal section. Offerors may be asked to present oral presentations to a selection committee, and negotiations may be conducted with the Offeror that the committee feels meets all the requirements of the RFP. Price is not the sole determining factor in the award.

Addenda

Any changes to the Invitation for Bid or Request for Proposal shall be in the form of a written addendum from the Purchasing Office and it shall be signed by the Director of General Services or a duly authorized representative.

An addendum shall be issued at least six (6) calendar days prior to the date set for the receipt of bids/proposals. An addendum extending the date for the receipt of an IFB or RFP, or an addendum withdrawing the IFB or RFP may be issued anytime prior to the date set for the receipt of bids.

Each bidder shall be responsible for determining that all addenda issued by the Purchasing Office for the Invitation for Bid or RFP have been received before submitting a bid/proposal for the work. Addenda shall be posted on the three public bulletin boards listed in “Posting Bid Notices” section as well as on the Purchasing Office Website: <http://www.co.henrico.va.us/genserv/suptservices/purchasing>

Receipt of Solicitations

All Invitations for Bid are received and opened in public at the time, date, and place stated in the solicitation and the bid prices are read aloud. Requests for Proposal are received at the time, date and place as stated in the solicitation, but no public opening is conducted, nor are they open to inspection until after a decision to award has been made.

Responses to Invitations for Bid and Requests for Proposal may not be submitted by facsimile or other electronic methods.

Late Bids/Proposals

It is the responsibility of the bidder/offeror to insure that their bid/proposal is physically delivered to the correct location whether by mail or otherwise, prior to the time and date specified in the solicitation. Late bids/proposals will not be opened, regardless of the degree of lateness or the reason related to the lateness, including causes beyond the control of the bidder/offeror. The Purchasing Office will make a photocopy of the unopened bid/proposal envelope and will promptly return the document to the bidder/offeror.

The official time used to determine the receipt of the bid/proposal will be the time stamp machine located in the Purchasing Office at 1590 E. Parham Road, Richmond, VA.

Bid Tabulation

A bid tabulation sheet which shows the names of the bidders who submitted bids, the quantity, unit cost, and extended cost for each item bid, and the total bid price quoted is typically posted within 48 hours of the bid opening on the Purchasing Office Website: <http://www.co.henrico.va.us/genserv/suptservices/purchasing>

County License Requirement

If a business is located in the County of Henrico, VA, it shall be unlawful for any person conducting or engaged in any such business, trade or occupation in the County, who is required to obtain a license therefore, to conduct or engage in such business, trade or occupation without having first obtained the proper license in the County. Contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

When a contractor or speculative builder shall have paid a local license tax to any city, town or county in which his principle office or branch office may be located, he shall be exempt from the payment of additional license tax to the County for conducting any such business within the confines of the County, except where the amount of business done by any such person in the County exceeds the sum of \$25,000 in any year, he shall be required to file an application and pay a license tax as provided in section 20-592 and shall be subject to all other provisions of this division. (Code 1980, 12-95; Ord. No. 909, 10-25-95; Ord No. 935, 25, 10-9-96).

Contractor Registration (License)

State statutes and regulatory agencies require that some contractors be properly registered and licensed, or hold a permit, prior to performing specific types of service. It is the contractor's responsibility to comply with the rules and regulations issued by state regulatory agencies. If an unlicensed vendor submits a bid or offer when a license is required, that vendor will be considered non-responsive. This is a violation of state law. A vendor bidding on construction, demolition, repair, or improvements to facilities must be registered contractors with the Department of Professional and Occupational Regulation in accordance with Code of Virginia, Title 54.1, Chapter 11, as follows:

If a procurement of \$1,000 or more involves construction, removal, repair, or improvement of any building or structure permanently annexed to real property or any other improvement to such real property, the contractor must possess one of the following licenses issued by the State Board for Contractors for the type of work involved prior to submitting a bid or proposal (Code of Virginia, §§ 54.1 – 1103 and 54.1-1115):

- **Contractor License A** – If the contract is \$70,000 or more or if the contractor does \$500,000 or more business within a 12-month period; or
- **Contractor License B** - \$7,500 - \$70,000 (\$1,000 for electrical, plumbing, and HVAC work) or if the contractor does between \$150,000 and \$500,000 in business within a 12-month period; or
- **Contractor License C** - \$1,000 - \$7,500 or if the contractor does less than \$150,000 in business within a 12-month period. NOTE: Class C contractors shall not include electrical, plumbing, and heating, ventilation, and air conditioning (HVAC) contractors.

In addition, all nonresident contractors and subcontractors submitting bids on the above work who are not registered with the Department of Professional and Occupational Regulation shall register with the Department of Labor and Industry under the provisions of Code of Virginia, § 40.1-30.

Award Notice

After the evaluation of all eligible bids, the award is made to the lowest responsive and responsible bidder who meets the requirements set forth in the Invitation for Bid. When the terms and conditions of multiple awards are so provided in the Invitation for Bid, awards may be made to more than one bidder. Notice of Award for the Invitation for Bid and Request for Proposal will be posted on the Purchasing Office Website: <http://www.co.henrico.va.us/genserv/suptservices/purchasing>

Public Inspection of Records

Any bidder, upon request, may inspect bid records within a reasonable time after the opening of all bids but prior to award, except in the event that the County decides not to accept any of the bids and to reopen the contract. Otherwise, bid records shall be open to public inspection only after award of the contract (Code of Virginia, Section 2.2-4342C).

Any offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed but prior to award, except in the event that the public body decides not to accept any of the proposals and to reopen the contract. Otherwise, proposal records shall be open to public inspection only after award of the contract.

Any inspection of procurement transaction records shall be subject to reasonable restrictions to ensure the security and integrity of the records (Code of Virginia, Section 2.2-4342).

Protests

Any bidder or offeror, who desires to protest the award or decision to award a contract shall submit the protest in writing to the public body, or an official designated by the public body, no later than ten days after the award or the announcement of the decision to award, whichever occurs first. No protest shall lie for a claim that the selected bidder or offeror is not a responsible bidder or offeror. The written protest shall include the basis for the protest and the relief sought. The public body or designated official shall issue a decision in writing within ten days stating the reasons for the action taken (Section 2.2-4360A Code of Virginia).

No party who has unsuccessfully protested a decision to award may protest the subsequent award of the same contract. (Section 16-37(a) County Code).

The County does not have an administrative appeals procedure. The decision of the Director of General Services shall be final unless the prospective contractor appeals by instituting legal action as provided in the Public Procurement Act. (Section 16-35(d)(4) County Code).

Taxes

The County of Henrico is exempt from the payment of federal excise or state sales taxes on all tangible, personal property for its use or consumption except taxes paid on materials that will be installed by the bidder and become a part of real property. The Purchasing Office will furnish a Tax Exemption Certificate (Form ST-12) upon request. To request a certificate call (804) 501-5691.

Payment

It is recommended that vendors submit one monthly department invoice in lieu of paying individual invoices. A monthly invoice should show date of delivery, total number of items purchased, unit cost of item(s), and total cost of delivered items during the billing period. Daily delivery receipts/packing slips must be provided with each shipment and must reference the Purchase Order number and/or any internal ordering number. The invoice will be reconciled against the daily delivery receipts/packing slips. The monthly invoice must reference the Purchase Order number, and be sent to the individual department requesting the item.

Small Business, Minority and Female Owned Businesses

The County of Henrico shall not discriminate because of the race, religion, color, sex, national origin, age, disability of the bidder or offeror or any other basis prohibited by state law.

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. (Code of Virginia, Section 2.2-4310B)

The registration of minority, female, and small businesses will be done by the use of the County Vendor Application Form.

When solicitations are issued, the Purchasing Officer will include businesses selected from the listing of minority, female, and small businesses maintained by the Department of Minority Business Enterprises, www.dmb.state.va.us. (Code of Virginia, Section 2.2-4310A)

Surplus Property

The Purchasing Office has been delegated the responsibility to sell, transfer, trade, or otherwise dispose of all materials, supplies, equipment or other personal property of the County which has become obsolete or unusable. All sales of property shall be accomplished by the means of (1) competitive bids (2) public auction (3) firm price offered to all persons wishing to participate in the sale or (4) negotiated sale to other units of local governments.

Surplus Property Sales

Surplus property sales are held the third Wednesday of every month from 8:30 a.m. until 1:00 p.m. at the Purchasing Office, North Run Office Complex, 1590 E. Parham Road, Richmond, VA. No one will be admitted prior to the start of the sale and items are not available for preview prior to the sale. During peak seasons, typically spring and fall, surplus property sales will be held on the first and third Wednesday from 8:30 a.m. until 1:00 p.m. Surplus property sales are advertised on Henrico Cable Channel 37, as well as the County's Website: <http://www.co.henrico.va.us/>

Public Auctions

The Purchasing Office schedules several heavy machinery and vehicle auctions each year. The auctions are held at the Central Automotive Maintenance Facility, 10301 Woodman Road, Glen Allen, VA, and are advertised in The Richmond Times-Dispatch, auction section, two weeks prior to the sale, and on Henrico Cable Channel 37. Notice is also available on the County's Website: <http://www.co.henrico.va.us/>. The Purchasing Office also maintains a bidder list of individuals and companies that have requested the opportunity to bid on surplus heavy machinery and vehicles. You may request to be placed on this bidder list, and to have a notice of the public auction mailed to you by calling (804) 501-5692.